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Bib Data Sheet

CONFIRMATION NO. 3316

SERIAL NUMBER 09/944,836	FILING DATE 08/31/2001 RULE	CLASS 711 715	GROUP ART UNIT 2185 2179	ATTORNEY DOCKET NO. FINL-002/00US	
APPLICANTS Daniel Keele Burgin, Boulder, CO; Scott Moore Gosling, Golden, CO; David L. Young, Boulder, CO; William Randy Watler, Evergreen, CO;					
** CONTINUING DATA ***** YES THIS APPLN CLAIMS BENEFIT OF 60/281,637 04/05/2001					
** FOREIGN APPLICATIONS ***** NONE					
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 10/03/2001					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Allowance		STATE OR COUNTRY CO	SHEETS DRAWING 7	TOTAL CLAIMS 39	INDEPENDENT CLAIMS 6
Verified and Acknowledged Examiner's Signature <i>[Signature]</i> Initials <i>[Initials]</i>					
ADDRESS 022903					
TITLE System and method for automated end-user support					
FILING FEE RECEIVED 1292	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		